

P-EBT Call: Resources, Notes, Q&A

Resources

- Maryland P-EBT Website: <https://dhs.maryland.gov/p-ebt/>
- P-EBT Call Center: **1-833-330-PEBT (1-833-330-7328)**
- DHS Customer Inquiry Form: <http://bit.ly/MD-PEBT-CIF>
- Information on community eligibility: <http://frac.org/community-eligibility>
- Maryland Hunger Solutions' toll-free number for SNAP assistance: 1-866-821-5552
- Maryland Hunger Solutions' contact for SNAP outreach training: JD Robinson (jdrobinson@mdhungersolutions.org)

Notes

Eligible population

- School-age children: There are approximately 464,000 children who are eligible for free or reduced-price school meals.
- Children under 6 in SNAP households: This includes approximately 87,000 children.
- Total estimated recipients is approximately 551,000.

Major changes for school year (SY) 2020–2021

- P-EBT has been expanded to include children under 6:
 - Eligibility for children under 6: Those who are eligible must live in a SNAP household and reside in a county in Maryland in which at least one school is closed or operating at reduced capacity, or the child's daycare facility is closed or operating at reduced hours due to COVID-19.
- Benefit amount has increased from \$5.86 to \$6.82 (retroactive to September; additional payments were made to account for previous underpayments for September).

- Benefit amounts will be calculated based on school schedule (remote/hybrid/in-person).
 - Extensive data collection efforts from Maryland State Department of Education: school-based schedules
 - All schools are determined to be fully remote for the months of October–January.
 - Beginning in February, hybrid schedules will be determined based on the percentage of students and average number of virtual days that month.
 - For schools where 50%+ students are attending virtually: all eligible students will receive fully virtual benefit amounts.
 - For schools where 50%+ students have a hybrid schedule: benefits will be determined based on the average number of virtual school days.

Current payments (for SY 2020–2021)

- October–December benefits (and September underpayment adjustments) were distributed between May 26–28.
- Payments for October–December: \$368.28; average September adjustment was slightly under \$20.
- Families with P-EBT cards received benefits on their existing P-EBT card.
- Families that previously received benefits on SNAP EBT cards and families receiving benefits for the first time will be mailed a new P-EBT card.
- No benefits will be added to SNAP EBT cards.
- As of June 8, 117,000 P-EBT cards have been mailed.
- All cards are expected to be mailed by June 15 (estimated to be received within 7–10 business days).

Future payment schedule

- Benefits for the months of October–December have been distributed (end of May).
- January–February benefits are on track to be distributed at the end of June.
- March–April benefits will be disbursed in July.
- May–June benefits will be disbursed in August.

- July–August benefits will be disbursed in September (Maryland needs to submit a new plan to USDA for approval before summer benefits can be distributed).
- Students who received P-EBT in the last month of the school year will be eligible for summer P-EBT.
- Eligible students will be considered fully remote learners for 55 days of summer (no hybrid calculations).
- USDA has not issued any guidance for benefits beyond August.

Q&A

Q: What should families do if their address is out of date?

A: The best practice is to ensure that addresses are always updated in the school's database (data will be pulled from schools to determine mailing addresses for each eligible child). If the wrong address has already been pulled, then families must submit an inquiry through the [DHS Customer Inquiry Form](#).

Q: What should families do if they are eligible for P-EBT but have not received benefits or a P-EBT card?

A: Families can either call the P-EBT hotline (1-833-330-PEBT or 1-833-330-7328) or contact DHS through the [Customer Inquiry Form](#). This form is the best way to ensure that questions are recorded.

Q: Do recipients receive statements each month to show the calculation behind their benefits?

A: There is currently no system set up to show the calculation of benefits on a monthly basis for each individual family.

Q: When will families be mailed new P-EBT cards?

A: Families that previously received P-EBT benefits on a SNAP EBT card and families that will be receiving P-EBT for the first time will be mailed a new P-EBT card.

All cards are expected to be mailed by June 15, but may take between 7–10 business days to arrive after being mailed.

Q: When will the addresses for students be pulled from the school system for June card mailings?

A: Addresses have already been reported for June. Families should complete the [DHS Customer Inquiry Form](#) if their address is out of date and they believe their card has been mailed to an incorrect address.

Q: Do children in Head Start receive P-EBT?

A: Children in Head Start programs who are under the age of 6 will be eligible for P-EBT if their family is on SNAP and they reside in a district where at least one school is closed or operating remotely due to COVID-19.

Q: What is the best way to receive a replacement card?

A: To receive a new card, families should call Maryland EBT Customer Service at 1-800-997-2222 or go to [ConnectEBT.com](#).

Q: How long will it take to receive a replacement card?

A: Approximately 7–10 business days.

Q: How will children in homeless shelters receive benefits?

A: Children experiencing homelessness will have their cards mailed to the most recent address on file with their school.

Q: Are there resources for non-English speaking families?

A: The [Maryland P-EBT website](#) can be translated into different languages using the “translate” button in the top right corner of the page.

Q: What can families do if they have difficulty activating their cards?

A: To activate the card, families should call the phone number on the back of the card (1-800-997-2222). They will need the 16-digit EBT card number on the front of the card, the zip code on file, and the date of birth of the eligible child listed on the card. They should enter 0000 for the last four digits of their Social Security number.

If they continue to have issues, they should fill out the [DHS Customer Inquiry Form](#) or call the P-EBT hotline (1-833-330-PEBT or 1-833-330-7328) for additional assistance.

Q: What day of the month will benefits be issued? Will that date be the same for everyone?

A: Benefits will go out for everyone at the same time at the very end of the month.

Q: Is it possible to have the PEB-T cards mailed directly to schools for the community school coordinators / school social workers to distribute to the families?

A: There is no option to have cards mailed to schools. P-EBT cards will be mailed to the address on file with the school system, which has been determined to be the best way to avoid delays in families receiving their cards.

Q: Outside of the DHS Customer Inquiry Form and P-EBT hotline, is there a specific person (or persons) at DHS for school systems to contact directly with P-EBT questions related to specific student cases? If so, please provide contact info for the DHS representative(s).

A: Brandi Bell can be reached at fia.ombudsman@maryland.gov.

Please include parents' full name, phone number (and email address if applicable), current home address, and full name and date of birth for all children. Due to the increased volume, please allow a minimum of 24–72 hours for a response.